



**MCA-QP8400**  
**Previously MCA-P20.1**  
**Revision: G**

**4 June**

**Maintenance Center, Albany**  
**Marine Corps Logistics Base, Albany, GA 31704-0325**

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## **MCA QUALITY PROCEDURE**

**CODE 881**

# **ANALYSIS OF DATA**

### **SIGNATURE/APPROVAL**

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

\_\_\_\_\_  
(Signature on File)  
S. H. FOREMAN  
Commander, Maintenance Center, Albany

\_\_\_\_\_  
04 June 2002  
DATE

**CHECK THE MASTER LIST -VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

| Maintenance Center, Albany Quality Procedure<br>Code 881 |                    |             |
|--|--------------------|-------------|
| ANALYSIS OF DATA   | MCA-QP8400         | Revision: G |
|  | Date: 04 June 2002 | Page 2 of 5 |

#### DOCUMENT HISTORY LOG

| Status<br>(Baseline/Revision/<br>Canceled) | Document<br>Revision | Effective<br>Date | Description  |
|--|----------------------|-------------------|--|
| Baseline                                   |                      | 7 Dec 98          |  |
| Revision                                   | A                    | 30 Nov 99         | Para. 4.a, Changed "Internal Analysis Office" to "Quality Analysis Office" due to restructuring. Response to DCMC CAR MCA-029. Reference Configuration Status Change Form 111999003. |
| Revision                                   | B                    | 8 Feb 00          | Para. 4.1, Changed "Quality Analysis Office" to Quality Assurance Office", plus added analysis process flowchart. Reference Configuration Status Change Form 012600001.              |
| Revision                                   | C                    | 5 Jun 00          | Chgs due to Management Working Group   |
| Revision                                   | D                    | 28 Oct 00         | Chgs due CAR QS 00-039-01; chgs due to 13-19 Sep 00 audit of Bus Dept on all QMS elements; clarified statistical techniques, responsibilities and reports                            |
| Revision                                   | E                    | 26 Feb 02         | Transition From ISO 9002:1994 to ISO 9001:2000   |
| Revision                                   | F                    | 11 Apr 02         | Paragraph 4.5; deleted last sentence   |
| Revision                                   | G                    | 04 Jun 02         | Added applicable documents. Resequenced paragraph 4.5 starting at 4.7;added paragraph 4.5 & 4.6. Added last line in 4.9  |
|  |                      |                   |  |

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| Maintenance Center, Albany Quality Procedure<br>Code 881 |                    |             |
|--|--------------------|-------------|
| ANALYSIS OF DATA   | MCA-QP8400         | Revision: G |
|  | Date: 04 June 2002 | Page 3 of 5 |

## ANALYSIS OF DATA

### 1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) provides the method for employing statistical techniques for data analysis, where appropriate, when the need is identified to generate input that can be used to initiate preventive action or continual improvement recommendations.

1.2 Purpose. This MQP provides procedures for the collection of data to analyze, monitor, and verify process capability/product characteristics and evaluate where continual improvement can be accomplished.

1.3 Applicability. This MQP is applicable to all MCA organizations.

### 2. APPLICABLE DOCUMENTS.

|            |                                    |
|------------|------------------------------------|
| MCQM1000   | Maintenance Centers Quality Manual |
| MCA-QP7400 | Purchasing                         |
| MCA-QP8210 | Customer Satisfaction Management   |

See ISO MCA WEB site for applicable documents.

### 3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions.

### 4. PROCEDURE.

#### 4.1 General.

4.1.1 Inspection and test data shall be generated, collected, and analyzed to monitor and verify process capability and product characteristics.

4.1.2 Any potential trends on nonconformance shall be identified. Significant trends identified affecting process capability, product characteristics or having substantial impact on cost or schedule shall be cause for review and consideration for process or product audits. Nonconformance trends identified as a result of process or product audits will generate corrective action to preclude recurrence of nonconformance.

| <u>Actionee</u>                |     | <u>Action</u>  |
|--------------------------------|-----|--|
| Business Department            | 4.2 | Monitor quality metrics based on customer requirements.  |
| Business/Trades<br>Departments | 4.3 | Collect and analyze quality data using statistical analysis that affect the MCA quality system.  |
|                                | 4.4 | Quality Control Inspectors (QCIs)/Certified Product Inspectors (CPIs) shall generate and collect inspection and test data via MRP II Compass Contract and Quality Inspection Reports (QIRs). |
| Program                        | 4.5 | Analysis of Customer concerns/comments shall be performed IAW MCA-   |

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| Maintenance Center, Albany Quality Procedure<br>Code 881 |                    |             |
|--|--------------------|-------------|
| ANALYSIS OF DATA   | MCA-QP8400         | Revision: G |
|  | Date: 04 June 2002 | Page 4 of 5 |

|                                  |      |   |
|----------------------------------|------|---|
| Management Department            |      | QP8210 and provided to the Business Dept for inclusion in the Quarterly Quality System Review.  |
| Production Management Department | 4.6  | Analysis of supplier/vendor data will be utilized in the evaluation and selection of suppliers/vendors IAW MCA-QP7400.  |
| Business Dept                    | 4.7  | The process/commodity Quality Assurance Specialist (QAS) shall compile data from Compass Contract and QIRs. The QAS shall then generate charts for process and product nonconformance by process or commodity Cost Work Center (CWC) and provide to Statistical Program Manager.  |
|                                  | 4.8  | The Statistical Program Manager shall compile charts and data from each QAS and generate a monthly Quality Progress Review with distribution to the Commander, Deputy Commander, to all Department Managers, process or commodity CWC Supervisors, QASs and to all QCIs.  |
|                                  | 4.9  | The QASs will review and make the determination if a trend exist. The QASs will also consider the significance of the trend, e.g., whether the process or product is out of control, what frequency of out of control, whether the nonconformance is repetitive, including the effect on process capability and product quality or if there is substantial impact on cost or schedule. In the event the trend is considered significant a process/product audit will be performed. Trends are further analyzed for possible improvement action. |
| All Departments                  | 4.10 | Take corrective and preventive action on nonconformance identified as a result trend analysis, process, product or system audits to preclude recurrence of nonconformance.  |

4.9 Other uses of Data Analysis. Utilize data analysis within specific CWCs to determine inspection sampling as provided by MCA-QI8240-BN0041 when sampling has been authorized.

5. NOTES. None.

6. DATA, FORMS AND REPORTS.

Monthly Quality Progress Review

7. QUALITY RECORDS.

#### Quality Progress Review

|                   |  |
|-------------------|--|
| Storage Location: | C/DM, Quality Office (ref copies)<br>S:\user\quality\qpr\                          |
| Indexing:         | By date  |
| Access:           | All  |
| Filing:           | C/DM, Quality Office (as generated)  |
| Storage Medium:   | Paper, Electronic  |
| Maintenance:      | Binder in bookshelf  |
| Disposition:      | recycle  |
| Retention:        | 6 years in C/DM<br>1 yr after current calendar year in CAR Program Managers Office |

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| Maintenance Center, Albany Quality Procedure<br>Code 881 |                    |             |
| ANALYSIS OF DATA   | MCA-QP8400         | Revision: G |
|  | Date: 04 June 2002 | Page 5 of 5 |

8. APPENDICIES. None